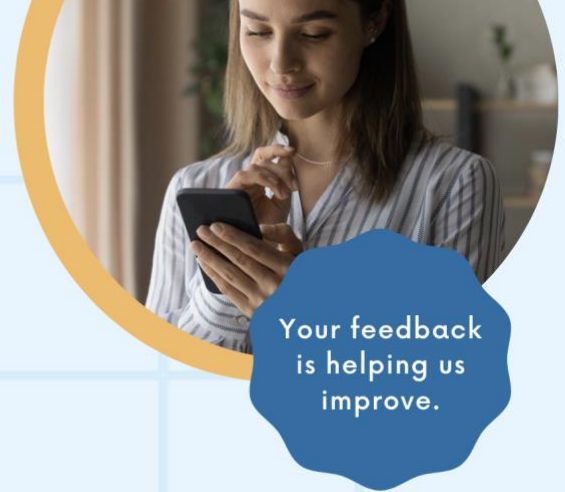


THANK YOU FOR PARTICIPATING IN OUR CUSTOMER ENGAGEMENT SURVEY.



Dear Corona Utility Customers:

We would like to thank those who responded to this Customer Engagement Survey for the valuable feedback.

Your candor, compliments, and constructive comments are very much appreciated by our team. This information will be used to help us improve our customer service delivery and experience.

From your responses the following themes rose to the top as areas on which we should focus to improve our customer service experience:

- Improving our customer payment portal and department website
- Using technology to enhance water efficiency and conservation
- Providing resources for financial assistance programs
- Enhancing water quality

The Utilities Department will use this information to make improvements in those areas and enhance our customer service experience. Some of these themes will be added or are already part of our annual Work Plan, which is managed by leaders in our City, who review them for success on a quarterly basis. Listed below are projects or ways to improve upon the feedback received:

- Procure an easy to use and manage, accessible and informative customer portal for making payments, obtain account information such as usage history, copies of billing statements, submit requests to the Department for various service orders.
- Install Advanced Metering Infrastructure or “smart meters” to provide real time usage to help detect leaks and reduce water waste which in turn lowers bills.
- Add information on available resources to the Department’s website that assist customers with paying bills and educate on tiered rates and budgets.
- Invested in a Desalter Facility to remove minerals from the water. Additionally, the Utilities Department is working regionally with Western Municipal Water District to bring in more desalted water that will further enhance water quality.

We are passionate about providing quality water and outstanding customer service to all customers. We look forward to making further enhancements in our service delivery and keeping you, our customers, as our top priority.

Sincerely,
Tom Moody
Director of Utilities